



Centre for
English Language

DEFERRAL, LEAVE OF ABSENCE, WITHDRAWAL, SUSPENSION AND CANCELLATION PROCEDURE

SECTION D - PROCEDURE

Related Policy

Deferral, Suspension and Cancellation of Enrolment Policy

D.1 Procedure

Responsible	Procedure Steps	
	1	Continuation of Enrolment
Student		Continue to attend classes throughout application process for deferral, leave of absence or withdrawal.
	2	Processing time of applications
Student and Academic Services (SAS)		Students will be advised of the outcome within 7 working days of submitting a completed application.
	3	Deferral of enrolment (deferral of offer)
Student	3.1	Apply for a deferral in writing, outlining the reasons for the request and providing supporting evidence in accordance with the Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .
Admissions	3.2	Generate a revised Letter of Offer.
	3.3	Email the Letter of Offer and any other required documentation to the student/agent including partner university in the email if packaged.
Student	3.4	If satisfied with the offer and the conditions of enrolment have been met, accept the offer and submit the acceptance together with the evidence of payment requested and/or financial guarantee.
	3.4.1	If not satisfied with the offer, submit a written request to revise the offer.
Admissions	3.5	International students: after receiving the student's acceptance, evidence of payment and notification of release in PRISMS (if applicable), issue and email the revised Confirmation of Enrolment(s) to the student, including the partner university if packaged.
Student	3.6	Commence study as per the revised Letter of Offer or apply for a further Deferral if required.
	4	Leave of Absence
Student	4.1	Apply for a Leave of Absence (LoA) in writing, before the end of the study period's last teaching week, outlining the reasons for the request and providing supporting evidence of the compassionate or compelling circumstances that apply. If required re-apply for additional English for re-packaging. Submit to the Student Services Centre.

		4.1.1	Sponsored students need to get approval from their Sponsor. The application will not be processed until the Sponsor approves the LoA in writing.	
		4.1.2	Students under 18 need to provide written evidence supporting the LoA from a parent or legal guardian.	
		4.1.3	Domestic students who have not re-enrolled are deemed to have taken a LoA.	
		4.1.4	For CELUSA/SAIBT/UniSA Packaged students and CELUSA/SAIBT packaged students the LoA form will not be processed until the acceptance and evidence of payment for the new package is provided.	
SAS		4.2	Check the LoA form for completeness and, if complete, submit the Academic Directorate.	
		4.3	Check if the LoA will impact on the CELUSA student's progression and advise the CELUSA Academic Directorate accordingly.	
SAIBT Academic Directorate		4.4	Check if the LoA will impact on SAIBT students with packaged programs and provide counselling if required.	
SAIBT/CELUSA Academic Directorate		4.5	Review the form and approve or reject in line with the policy.	
SAS		4.6	If the LoA is approved by the Academic Directorate, action in the student management system.	
		4.6.1	International students: Report LoA for international students through PRISMS. Email approval to the student with revised CoE(s) if applicable. Include parent or legal guardian/Sponsor/partner university if applicable.	
		4.6.2	Domestic students: Inform the student of the outcome by email including parent or legal guardian if applicable.	
Student		4.7	Return to study in the proposed return study period or apply for a further Leave of Absence if required.	
SAS		4.8	If the LoA is rejected by the Academic Directorate, enter the record in the student management system.	
		4.9	Inform the student of the outcome by email including parent or legal guardian/Sponsor if applicable.	
Student		4.10	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .	
	5	Withdrawal from a Program/Single Module		
Student		5.1	Apply for a withdrawal in writing, outlining the reasons for the request and providing supporting evidence if applicable.	

		5.1.1	International students: provide a copy of confirmed airline ticket indicating the intention to leave Australia within 28 days for program withdrawal.
		5.1.2	Sponsored students: seek approval from Sponsor. The application will not be processed until the Sponsor approves the withdrawal in writing.
		5.1.3	Students under 18: provide written evidence from a parent or legal guardian to support the withdrawal.
		5.1.4	Domestic students who have failed to re-enrol in any modules for two consecutive study periods are deemed to have withdrawn from the program.
SAS		5.2	Withdrawal from a Single Module: check the form for completeness and submit to Academic Directorate for assessment.
Academic Directorate		5.3	Assess whether the withdrawal will impact on the student's Grade Point Average (GPA) and/or packaged programs and provide counselling if required.
SAS		5.4	If the withdrawal is approved, action in the student management system and email a withdrawal confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.
		5.5	Report withdrawal from program for international students in PRISMS.
		5.6	If the withdrawal is rejected, enter the record of rejected withdrawal in the student management system and inform the student of the outcome by email including parent or legal guardian/Sponsor/partner university if applicable.
Student		5.7	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .
	6	Suspension	
SAS		6.1	If a student's enrolment is to be suspended issue an Intention to Suspend their enrolment, and notify the student that they have 20 working days to make an appeal in accordance with the Student Grievances and Appeals Policy .
		6.2	Maintain the CAAW agreement/suitability of care agreement as required.
Student		6.3	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .
		6.4	Abide by conditions of the suspension from studies. In addition, this will depend on the welfare and accommodation arrangements in place.
		6.5	If the appeal is upheld, continue study in accordance with any ongoing conditions.
SAS		6.6	If the appeal is not upheld, action in the student management system and email a suspension confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.
		6.7	Report suspension for International students in PRISMS.

	7	Cancellation	
SAS	7.1	If a student's enrolment is to be cancelled for any reason other than Failure to Re-enrol, advise the student accordingly and notify the student that they have 20 working days to make an appeal in accordance with the Student Grievances and Appeals Policy .	
		7.1.1	International students: issue an Intention to Report (ITR).
		7.1.2	Non-enrolling international students: advise students via email that their enrolment has been cancelled.
		7.2	Maintain the CAAW agreement/suitability of care agreement as required, with the exception of non-enrolling international students whose enrolment will be terminated.
Student		7.3	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy and Procedure .
		7.4	Enrol and continue to attend classes during the process of the appeal.
SAS		7.6	If the appeal is not upheld, action in the student management system and email a cancellation confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.
		7.7	Report cancellation for International students in PRISMS.

D.2 Supporting Documentation

Related material	Location
CELUSA Leave Work Instructions	Student Administration > Work Instructions & Checklist > Forms
SAIBT Leave Work Instructions	Student Administration > Work Instructions & Checklist > Forms
SAIBT Withdrawal from Single Module Work Instructions	Student Administration > Work Instructions & Checklist > Forms
CELUSA Withdrawal from Program Work Instructions	Student Administration > Work Instructions & Checklist > CoE Management
SAIBT Withdrawal from Program Work Instructions	Student Administration > Work Instructions & Checklist > CoE Management
SAIBT Failure to Re-Enrol Work Instructions	Student Administration > Work Instructions & Checklist > CoE Management
Grievances and Appeal Procedure Work Instructions	Student Administration > Work Instructions & Checklist > Forms
SAIBT Deferral for Local F-R-E Students Work Instructions	Student Administration > Work Instructions & Checklist > Start of Module SAIBT

SAIBT Withdrawal for Not Returned Local Deferred Students Work Instructions	Student Administration > Work Instructions & Checklist > Start of Module SAIBT
---	--

Form templates	Retention time	Location
SAIBTCELUSA Leave Application Form		Student Administration > Forms and Templates
SAIBTCELUSA Withdrawal Form		Student Administration > Forms and Templates
CELUSA Deferment Approved letter		Student Administration > Program Support > Deferral > Deferred Letter Templates
CELUSA Deferment Rejected letter		Student Administration > Program Support > Deferral > Deferred Letter Templates
SAIBT Deferment Approved letter		Student Administration > Program Support > Deferral > Deferred Letter Templates
SAIBT Deferment Rejected letter		Student Administration > Program Support > Deferral > Deferred Letter Templates
SAIBT Leave Approved – Local email templates		Student Management System > Message Templates
Withdrawal Approved email templates		Student Management System > Message Templates
Withdrawal Rejected email templates		Student Management System > Message Templates
SAIBT Withdrawal Single Module Approved email templates		Student Management System > Message Templates
SAIBT Withdrawal Single Module Rejected email template		Student Management System > Message Templates
CELUSA Intention to Report – Attendance letter NB This is issued through the Reports function in the student management system.		Student Management System > Reports > Attendance > Attendance Letter
Intention to Report - Academic Standing email templates		Student Management System > Message Templates
Intention to Report – Finance letter templates		Student Administration > Program Support > Terminating > Letter Template
Intention to Report – Breaching Student Code of Conduct letter template		Student Administration > Program Support > Terminating > Letter Template

Enrolment Terminated letter templates		Student Administration > Program Support > Terminating > Letter Template
---------------------------------------	--	--

Records (including completed forms)	Retention time	Location
Completed application forms and supporting documents		Students' e-file folder
Issued letters		Students' e-file folder
Email correspondence		Student Management System (Navigate)
Counselling records		Student Management System (Navigate) NB If they are confidential, no counselling details will be available.
Appeals records		Students' e-file folder

D.3 Version Control

Version Number	Summary of Changes	Approved by	Date of Effect	Privilege Level
v1.0	Initial Procedure			
v1.1_draft	Review with Miri			
v1.2_draft	Miri's review with SAS team			
v2.0	Major review <ul style="list-style-type: none"> • New section 1 Student attendance and 2 Processing Timeframe added for clarity • 3.5 updated • 4.1 updated re packaged students • New 6.2 and 7.2 added re maintaining suitability of care agreement 	Manager, SAS	8/2018	Public